



# BUSINESS SERVICE ASSISTANT (SPECIALIST)

## SPOT PROMOTIONAL EXAMINATION FOR CALIFORNIA HIGHWAY PATROL EMPLOYEES

CALIFORNIA STATE GOVERNMENT: EQUAL OPPORTUNITY TO ALL REGARDLESS OF RACE, COLOR, CREED, NATIONAL ORIGIN, ANCESTRY, SEX, MARITAL STATUS, DISABILITY, RELIGIOUS OR POLITICAL AFFILIATION, AGE, OR SEXUAL ORIENTATION.

IT IS AN OBJECTIVE OF THE STATE OF CALIFORNIA TO ACHIEVE A DRUG-FREE STATE WORKPLACE. ANY APPLICANT FOR STATE EMPLOYMENT WILL BE EXPECTED TO BEHAVE IN ACCORDANCE WITH THIS OBJECTIVE BECAUSE THE USE OF ILLEGAL DRUGS IS INCONSISTENT WITH THE LAW OF THE STATE, THE RULES GOVERNING CIVIL SERVICE, AND THE SPECIAL TRUST PLACED IN PUBLIC SERVANTS.

**SPOT FOR** Sacramento County - Indicate this location on your application. The California Highway Patrol has opened testing to establish an employment list for Sacramento County.

A position exists in Sacramento County.

**FINAL FILING DATE** **July 8, 2010**  
Applications (STD. 678, Rev. 8-09) must be **POSTMARKED** no later than the final filing date. Applications postmarked, personally delivered, or received via interoffice mail after the final filing date will not be accepted for any reason. Submit applications to:

California Highway Patrol  
Selection Standards and Examinations Unit  
P. O. Box 942898  
Sacramento, CA 94298-0001

**SPECIAL TESTING ARRANGEMENTS** If you have a disability and need special testing arrangements, mark the appropriate box in item number 2 on the application. You will be contacted to make specific arrangements.

**QUALIFICATIONS APPRAISAL INTERVIEWS** It is anticipated that interviews will be scheduled during August 2010.

**SALARY RANGE**  
Range A: \$2495 - \$3034  
Range B: \$2817 - \$3426  
Range C: \$3050 - \$3708

**Range A.** This range shall apply to incumbents who do not meet the criteria for payment in Range B or Range C.

**Range B.** This range shall apply to persons who have satisfactorily completed either:

1. Six months of experience performing the duties of a Business Service Assistant (Specialist), Range A, and six semester or nine quarter units of college courses in English, public or business administration, accounting, statistics, or a subject area closely related to the work of a Business Service Assistant (Specialist) as determined by the appointing power. **OR**
2. One year of experience performing the duties at a level of responsibility equivalent to Office Technician. **OR**
3. Equivalent to graduation from college, preferably with major work in a field related to business or public administration.

**Range C.** This range shall apply to persons who have satisfactorily completed the equivalent of one year of experience performing the duties equivalent to Business Service Assistant (Specialist), Range B.

- WHO SHOULD APPLY**
1. Applicants must have a permanent civil service appointment with the California Highway Patrol as of the final filing date in order to participate in this examination; or
  2. Must be a current or former employee of the Legislature for two or more years as defined in Government Code Section 18990; or
  3. Must be a current or former non-elected exempt employee of the Executive Branch for two or more consecutive years as defined in Government Code Section 18992; or
  4. Must be a person retired from the United States military, honorably discharged from active military duty with a service-connected disability, or honorably discharged from active duty as defined in Government Code Section 18991.

**ELIGIBLE LIST INFORMATION** A departmental eligible list will be established for the California Highway Patrol. This list will be abolished 48 months after it is established unless the needs of the service and conditions of the list warrant a change in this period. Please note that the list can be abolished any time after 12 months based on the needs of the service.

**REQUIREMENTS FOR ADMITTANCE TO THE EXAMINATION** **NOTE: All applicants must meet the experience and/or education requirements for this examination by the final filing date.**

Qualifying experience may be combined on a proportionate basis if the requirements stated below include more than one pattern and are distinguished as "Either I," "Or II," "Or III," etc. For example, candidates possessing qualifying experience amounting to 50% of the required time of Pattern I, and additional experience amounting to 50% of the required time of Pattern II, may be admitted to an examination as meeting 100% of the overall experience requirement.

**Either I**

One year of experience in the California state service performing duties comparable to those of an Office Assistant (General), Range B, or Management Services Assistant.

**Or II**

One year of experience in a technical capacity with responsibility for one or a combination of business service activities such as accountability and maintenance of office and industrial equipment, major

	building maintenance, managing of major commercial properties, or fiscal management and accountability of office and industrial property. <i>[Experience in California state service applied toward this requirement must include one year performing the duties of a classification comparable to Office Assistant (General), Range B.]</i>
THE POSITION	<p>While in a trainee capacity, incumbents work under close supervision and learn to perform a variety of technical and analytical business service activities. As their skills and abilities develop, incumbents are expected to perform with increasing independence. Fully trained incumbents may, under supervision, independently perform technical business service work of a routine nature in a variety of functions; assist in the performance of more difficult and complex technical and analytical business service work; or be assigned responsibility for one or more of the least complex business service functions which are equipment and supplies management, support services and building maintenance. <i>(Analytical business service work performed at this level is described as that which would otherwise be appropriate for a Management Services Technician.)</i></p> <p>Positions at this level are nonsupervisory but may serve as lead over lower level clerical and other staff. Positions are permanently allocated to this classification when the major portion of the duties do not include independent responsibility for the more difficult and complex assignments found at the Business Service Officer I (Specialist) level.</p>
EXAMINATION INFORMATION	<p>The interview will include a number of predetermined job-related questions. <b>Competitors who do not appear for the interview will be disqualified.</b></p> <p><b>Qualifications Appraisal Interview Only - Weighted 100%</b></p> <p><b>Scope:</b> In addition to evaluating the competitor's relative abilities as demonstrated by quality and breadth of experience, emphasis in the examining interview will be on measuring competitively, relative to job demands, each competitor's:</p> <p>A. Knowledge of:</p> <ol style="list-style-type: none"><li>1. English grammar and punctuation.</li><li>2. Principles and practices of public administration.</li></ol> <p>B. Ability to:</p> <ol style="list-style-type: none"><li>1. Communicate effectively.</li><li>2. Learn rapidly.</li><li>3. Follow directions.</li><li>4. Analyze data accurately.</li><li>5. Reason logically.</li><li>6. Maintain the confidence and cooperation of those contacted during the course of work.</li><li>7. Utilize good work habits.</li></ol>
VETERANS PREFERENCE	<b>Veterans preference</b> credit is not granted in promotional examinations.

GENERAL INFORMATION	
<p>It is the competitor's responsibility to contact the California Highway Patrol, Examination Services, at (916) 843-3820, three weeks after the final filing date if he/she has not received a progress notice.</p> <p>If a competitor's notice of oral interview fails to reach him/her prior to the day of the interview due to a verified postal error, he/she will be rescheduled upon written request.</p> <p>Applications (STD. 678, Rev. 8-09) for open and promotional examinations are available from the California Highway Patrol, local offices of the Employment Development Department, the State Personnel Board (SPB), and the SPB Website at <a href="http://www.jobs.ca.gov">www.jobs.ca.gov</a>.</p> <p>If you meet the requirements stated on this bulletin, you may take this examination, which is competitive. Possession of the entrance requirements does not assure a place on the eligible list. Your performance in the examination will be compared with the performance of the others who take this test, and all competitors who pass will be ranked according to their scores.</p> <p>The <b>California Highway Patrol</b> reserves the right to revise the examination plan to better meet the needs of the service if the circumstances under which this examination was planned change. Such revision will be in accordance with civil service law and rules and all competitors will be notified.</p> <p><b>Interview locations:</b> It is anticipated that interviews will be scheduled in Sacramento.</p> <p>Competition is limited to those who meet one of the criteria listed above under "Who Should Apply" and "Requirements for Admittance to the Examination." Under certain circumstances others may be allowed to compete under the provisions of SPB Rules 234, 235, and 235.2. SPB Rules 233, 234, 235, and 237 contain provisions regarding civil service status and eligibility for promotional examinations. These rules may be reviewed at departmental personnel offices or the SPB.</p> <p><b>General Qualifications:</b> Competitors must possess essential personal qualifications including integrity, initiative, dependability, good judgment, and the ability to work cooperatively with others; and a state of health consistent with the ability to perform the assigned duties of the classification.</p> <p>The <b>California Relay Service</b> enables a person with a Telecommunications Device for the Deaf (TDD) to communicate over telephone lines with another person who does not have a TDD. To use the California Relay Service, call the following: if you have a TDD, 1-800-735-2929; if you do not have a TDD, 1-800-735-2922.</p>	
(Rev. 2-10)	